

**T.C.
MİLLİ EĞİTİM BAKANLIĞI**

KONAKLAMA VE SEYAHAT HİZMETLERİ

**MESLEĞİNDE YABANCI DİLDE İLETİŞİM
(İNGİLİZCE)
222YDK112**

Ankara 2012

- Bu modül, mesleki ve teknik eğitim okul/kurumlarında uygulanan Çerçeve Öğretim Programlarında yer alan yeterlikleri kazandırmaya yönelik olarak öğrencilere rehberlik etmek amacıyla hazırlanmış bireysel öğrenme materyalidir.
- Millî Eğitim Bakanlığınca ücretsiz olarak verilmiştir.
- PARA İLE SATILMAZ.

CONTENTS

EXPLANATION.....	ii
INTRODUCTION.....	1
LEARNING ACTIVITY-1	3
1. INTRODUCING YOUR PROFESSION	3
1.1. Words to Learn.....	3
1.2. Functions of Communication in Business.....	4
1.3. Communication at Front Office	5
1.4. Communication at Housekeeping	8
1.5. Communication at Travel Agent.....	9
1.6. Communications with the Guests.....	10
1.7. Extra Dialogues.....	11
APPLICATION ACTIVITY.....	13
MEASURING AND EVALUATION	15
LEARNING ACTIVITY-2	16
2. BASIC PROCEDURES IN BUSINESS	16
2.1 Words to learn.....	16
2.2 Giving Information to the Guest about the Facility	17
2.3 Reservation.....	18
2.3.1 Telephone Reservation	18
2.3.2 Walk- in Reservation	19
2.4 Extra Dialogues.....	20
APPLICATION ACTIVITY.....	22
MEASURING AND EVALUATION	24
MODULE EVALUATION.....	27
ANSWER KEY	30
RESOURCES.....	33

EXPLANATION

KOD	
ALAN	Konaklama ve Seyahat Hizmetleri
DAL/MESLEK	
MODÜLÜN ADI	Mesleğinde Yabancı Dilde İletişim
MODÜLÜN TANIMI	Mesleğinin gerektirdiği terminolojiyi kullanarak mesleği ile ilgili temel konularda dinleme, okuma, yazma, konuşma ve iletişim kurma yeterliliklerinin verildiği derstir
SÜRE	40/32
ÖN KOŞUL	Ön koşul yoktur.
YETERLİK	Mesleği ile ilgili yabancı dilde konuşmak.
MODÜLÜN AMACI	Genel Amaç: Uygun ortam sağlandığında temel mesleki konularda okuma, dinleme, anlama, yazma, konuşma ve tanıtım yapabilecektir. Amaçlar: <ol style="list-style-type: none">1. Yabancı dilde mesleğini tanıtabilecektir.2. Yabancı dilde mesleği ile ilgili temel işlemleri yapabilecektir.
EĞİTİM ÖĞRETİM ORTAMLARI VE DONANIMLARI	Ortam: Sınıf Donanım: Tv, video, video kasetleri, cd oynatıcı ve cd ler, bilgisayar, interaktif cd'ler kulaklık, sözlükler
ÖLÇME VE DEĞERLENDİRME	Modülün içinde yer alan her öğrenme faaliyetinden sonra verilen ölçme araçları ile kendinizi değerlendirebileceksiniz. Modül sonunda ise kazandığınız bilgi ve becerileri ölçmek amacıyla, öğretmeniniz tarafından hazırlanacak ölçme araçları ile değerlendirileceksiniz.

INTRODUCTION

Dear student,

Foreign language is known to be important in every field of sector in the present day. In the field of tourism it is still more important.

Our country has started full membership process for European Union. It would surely be possible to use the employment opportunities those will come up in this process only with qualified labor.

At this point the success of our country that will be one of the tourism center in Europe and even in the world depends on your qualified vocational training.

LEARNING ACTIVITY-1

AIM

If suitable conditions are provided you are going to be able to talk and give information about your profession, your daily needs, be able to communicate with others and discuss your opinions using the words related to your profession.

SEARCH

- You can visit accommodation facilities to see how hotel staff communicate while they perform their duties
- You can also look for special expressions used in hotel business on the internet.

1. INTRODUCING YOUR PROFESSION

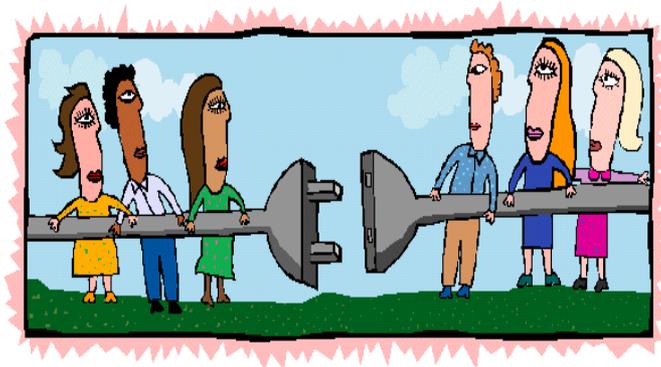


Picture 1.1

1.1. Words to Learn

Effective(adj) :	Function(n) :
Regulation(n) :	Esence(n) :
Exchange(v/n) :	Maintainence(n) :
Destination(n) :	Picky(adj) :
Internal(adj) :	Clerk(n) :
Guest(n) :	Request(n/v) :
Registration(n) :	Assistance(n) :
Neatness(n) :	Blanket(n) :

Fix(v/n)	:	Preference(n)	:
Accident(n)	:	Safety(n)	:
Facility(n)	:	Class(n/v/adj)	:
Economy class(adj)	:	Return(v/n)	:
First class(adj)	:	Depart(v)	:
Flexible(adj)	:	Layover(n)	:
Confirm(v)	:	One-way(adj)	:
Round trip(n)	:		



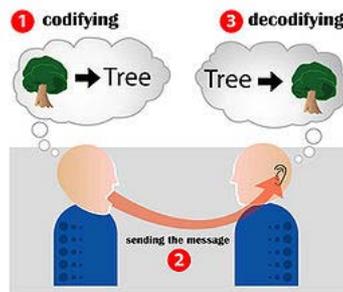
Picture 1.2

1.2. Functions of Communication in Business

Communication is neither transmission of message nor message itself. It is the mutual exchange of understanding, originating with the sender and received by the receiver. Communication needs to be effective in business. Communication is essence of management. The basic functions of management (Planning, Organizing, **Staffing**, **Directing** and **Controlling**) cannot be performed well without effective communication

Business Communication is goal oriented. The rules, regulations and policies of a company have to be communicated to people within and outside the organization. Business Communication is regulated by certain rules and norms. Effective business communication helps in building goodwill of an organization.

Business Communication can be of two types:



Picture 1.3

- Oral Communication - An oral communication can be formal or informal. Generally business communication is a formal means of communication, like meetings, interviews, group discussion, speeches etc.
- Written Communication- Written means of business communication includes - agenda, reports, manuals etc

A hotel is a building where people stay when away from home for business or leisure reasons, and they pay a fee principally just for accommodation and meals.

In a hotel establishment, with good internal communication, all departments (such as food and beverage, house-keeping, maintenance and administration) may cooperate well together, exchanging information by way of internal communication for customer satisfaction and service.



Picture 1.4

1.3. Communication at Front Office

The front office of a hotel is perhaps the most important area of the organization. Although the organizational structure of the hotel's front office varies depending upon whether the facility is a small business or a large resort, certain roles are found within all organizations. When guests arrive, front desk clerks check them in, impute their names into the facilities registry, assign them to a room and answer any basic questions or requests the guests may have throughout their stay. For example, a guest may call the front desk to report a leaky bathroom faucet. The clerk would then contact the maintenance department so that

the appropriate repairs can be made. At the end of the guests' stay, a front desk clerk checks them out. In addition, the clerk reports any concerns the guest may have to the management.



Picture 1.5

➤ **Do's for a Front Desk Clerk**

- Treat all customers with respect
- Deal politely and professionally with the customer
- Manage telephone communication with clarity, accuracy, and courtesy
- Avoid negative words and replace them with energizing words
- Enhance your telephone speaking skills
- Improve your non-verbal communication skills with those they meet face to face
- Improve your listening skills
- Send effective and professional e-mails
- Improve your appearance including dress and grooming
- Interpret different body language messages
- Describe the components of a professional image
- Maintain your work space to make it a reflection of their professional image
- Reduce stress by practicing simple exercises they can do at work

➤ **Important Questions:**

- * How may I help you?
- * Can I have your name please?
- * How do you spell that?
- * Would you like a single or a double?
- * How many people are you travelling with?
- * How many nights will you be staying?
- * How will you be paying?
- * Would you like a wake-up call?
- * Is there anything else you would like to know?

➤ **Expressions to Learn:**

Mary Jones speaking. How can I help you?
Can I have your name please?
I'd like to speak Mrs. Smith
One moment, I'll connect you
Who's calling please?
You're through now.

➤ **Greetings:**

Good morning (sir/madam)
Good afternoon (sir/madam). Welcome to (name of hotel/shop, etc)/How can I help you today?
Good evening (sir/madam)



Picture 1.6

Clerk : Welcome to the Sunset Hotel. May I help you?
Guest : I'd like to check in. I have a reservation.
Clerk : What's your name, please?
Guest : Chris Marlow.
Clerk : Yes Mr. Marlow. You requested a single room for three nights, is that correct?
Guest : Yes, could I have a room on the upper floors?
Clerk : No problem. Do you prefer a smoking or non-smoking floor?
Guest : Non-smoking please.
Clerk : Could you fill out the registration form, please. Thank you. And will you be paying by cash or credit card?
Guest : Cash, if you accept American dollars.
Clerk : Of course, sir. If you require local currencies we can also exchange money for you.
Guest : That's great, I do need some cash.

Clerk : Your room number is 1109. Here's your key. Enjoy your stay at the Sunset. If you require anything further, feel free to call the front desk. Would you like assistance with your bags?

Guest : No thanks, I only have one. I can manage.

➤ **Self Check**

Does the guest have a reservation?

What kind of room does the guest prefer?

What does the guest have to fill out?

How does the guest pay his account?

Can the guest exchange money at the hotel?



Picture 1.7

1.4. Communication at Housekeeping

The Housekeeping Department is responsible for neatness and cleanliness of all guest rooms and most public area and maintenance of recycled and non-recycled cleaning inventories

House keeping : House keeping, may I help you?

Guest : This is Mr. Marlow in room 109. Could I get a couple of more towels and another blanket?

House keeping : Yes sir, we will get them to you right away.

Guest : Thank you.

Housekeeping : Housekeeping. Mary is speaking. Can I help you?

Guest : Yes, please. My husband's suit needs dry cleaning and I have a dress that needs ironing. Shall I leave them at reception?

Housekeeping : No, you don't need to do that. I'll send someone up for them right away. What's your room number?

Guest : It is 310. Thank you.

Housekeeping : You're welcome madam.

Housekeeping : Hello, housekeeping. Can I help you?
Guest : Yes, please. Can you put a new zip in a pair of trousers? I need them this afternoon.
Housekeeping : We can do that for you by lunchtime, sir. Do they need pressing?
Guest : Oh.. yes, please.
Housekeeping : I'll send someone up to your room.
Guest : Thank you.

1.5. Communication at Travel Agent

Jack wants to visit his mother in England, so he goes to a travel agency.

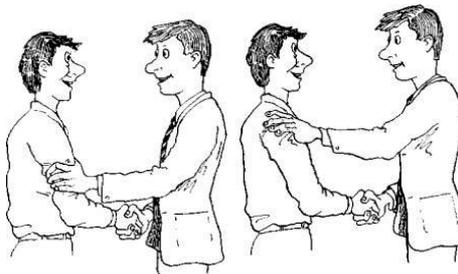
Jack : Hi, I'd like to check on a flight.
Travel Agent : Sure. What is your destination?
Jack : London, England.
Travel Agent : And is this one-way or round trip?
Jack : Round trip.
Travel Agent : When would you like to depart?
Jack : January 12th, returning on January 26th.
Travel Agent : Okay, one moment please. . . . Do you have an airline preference?
Jack : No. Any airline will be fine.
Travel Agent : And what class would you like? Economy, business class, or first class?
Jack : Economy, please.
Travel Agent : Okay, well there's a flight on the morning of the 12th, returning on the afternoon of the 26th. The cheapest we have is \$1,400.
Jack: Ouch! I was hoping to find something cheaper. My dates are flexible – do you think you can find a cheaper flight on different dates?
Travel Agent : Let me check. Just a moment. . . . There's a flight on the 10th, returning on the 25th, for \$968.
Jack : That's much better!
Travel Agent : But you have to change planes twice – once in New York, and again in Holland. And there's a 6-hour layover in Holland.
Jack : Hmmm. . . Is that the best you can do?
Travel Agent : I'm afraid so. If you'd like, I can reserve a seat now, and you don't need to pay right away.
Jack : That would be great.
Travel Agent : I just need your full name and passport number.
Jack : Here you are. (Hands the travel agent his passport.)
Travel Agent : Okay, one moment. . . . Alright! It's reserved. If you decide you want to buy the ticket, you need to confirm before the end of the month.
Jack : Great! You've been very helpful. Thanks!
Travel Agent : That's my job! Take care!



Picture 1.8

➤ **Self Check**

- Where does Jack go?
- Is it a round trip or one-way trip?
- When does he fly?
- What does the travel agent need to make the reservation?
- How long does Jack have to wait at the airport in Holland?



Picture 1.9

1.6. Communications with the Guests

Receptionist : Reception, may I help you?

Mary Jones : Yes. The air conditioner doesn't work. Could you send someone to fix it?

Receptionist : What's your room number, please?

Mary Jones : 417.

Receptionist : Okay. I'll send someone up right away, madam.

Mary Jones : Thank you.

Receptionist : Hello, Princess Hotel.
Caller : Can I speak to Mike Smith, please?
Receptionist : Who? Can you repeat that, please?
Caller : Mike Smith, the sales manager.
Receptionist : No, sorry, he is out at the moment. Can I take a message?

Receptionist : Can I help you, sir?
Guest : Hello, I'd like a room for the night.
Receptionist : Do you have a reservation?
Guest : No, I don't
Receptionist : OK. One night, right?
Guest : Yes.
Receptionist : What kind of room would you like?
Guest : Just a standard room
Receptionist : OK. Do you have a preference for a twin or a double room?
Guest : Twin, please.
Receptionist : You are in room 210.

1.7. Extra Dialogues



picture 1.10

A)

John : Hi, Maria. Something bad happened at work this week.
Maria : What is it?
John : Two workers, Mario and Rosa had an accident with one of the machines.
Maria : I hope they are OK. Was it very serious?
John : It was serious, but I think they will be OK. I am afraid the machine is dangerous.
Maria : Do workers still use this machine?
John : Yes, people still work on this machine.
Maria : John, you need to talk to your boss about safety.
John : But Maria, I am nervous.

Maria : Don't worry. I have a friend at an agency.

You can talk to him. You can get help.

B)

Guest : What do you do?

Staff : I'm an events coordinator for a hotel.

Guest : What exactly does an events coordinator do?

Staff : Well, we arrange and set up all the things needed for a conventions and conferences for various groups. We try to ensure that everything runs smoothly and efficiently during the event. For example, we schedule rooms, arrange for the set up of any needed equipment required (such as audio-visual equipment, microphones, etc.), and solve problems that may come up.

Guest : That's sounds interesting.

Staff : It has its moments.

C)

Guest : What's your job?

Staff : I'm a chef.

Guest : Are you a head chef?

Staff : Well, I'm the head pastry chef.

Guest : Sounds sweet. Where do you work?

Staff : At the Hilton Arcadia Spa and Resort.

D)

Guest : What do you do for a living?

Staff : I'm employed at a hotel as a bell man.

Guest : So you take people's luggage to their rooms.

Staff : Yes that, but I also arrange things like taxis for guests. One of my most important functions is to be a source of information. I provide a lot of information to guests, such as the kinds of facilities and their location in the hotel, places to eat in the area, and places to go and see on the island.

Guest : Just out of curiosity- do guests tip well?

Staff : Some do, some don't.

APPLICATION ACTIVITY

Use vocational phrases when necessary.

Steps of Process	Suggestions
➤ Collect all the necessary information and words to introduce and used in your profession.	➤ First read the instructions and explanations carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly
➤ Prepare a presentation about your profession using slides or something else.	➤ Arrange the parts of your presentation following the information given here ; be careful with the words and spelling.
➤ Perform your presentation in the classroom	➤ Perform your presentation in the classroom and try to answer the questions asked by your peers.

At the end of this activity you will be able to give information about your profession, be able to communicate with your colleagues and the guests.

CHECKLIST

If you have behaviors listed below, put (X) in “Yes” box for earned your the skills within the scope of this activity otherwise put (X) in “No” box.

Evaluation criteria	Yes	No
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Can you give information about your profession?		
4. Can you give information about departments of a hotel?		
5. Can you make reservation at a hotel?		
6. Can you communicate with the guest at housekeeping department?		
7. Do you know how to communicate with other colleagues?		
8. Do you know meaning of the words that you write about?		
9. Do you pronounce the words correctly?		
10. Do you use the suitable tenses in your sentences?		

EVALUATION

Please further review your "No" answers in the form at the end of evaluation. If you do not feel confident, repeat learning activity. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

MEASURING AND EVALUATION

1) Hotel Role-play: Front Desk

You work at the front desk of a hotel. Make dialogues with your friends and as guests come in write down their information in the table below

Name	Room Size	Number of People	Number of Nights	Wake-up Call (Y/N)	Method of Payment

2) Read the following dialogue and answer the questions:

Room service : Room service.

Mary Jones : Good morning. This is room 113. I'd like some breakfast, please.

Room service : Right. Excuse me. Mrs. Jones?

Mary Jones : That's right.

Room service : What can I do for you?

Mary Jones : I'd like some grapefruit juice, marmalade, two scrambled eggs with two sausages, toast, and a pot of black coffee, please. How long will it take?

Room service : Just a few minutes, madam.

Mary Jones : Great. Thank you.

- 1) Where are the people?
- 2) Who does the guest call?
- 3) What does the guest want to have?
- 4) How long does the service take?

Please compare the answers with the answer key. If you have wrong answers, you need to review the Measuring and Evaluation. If you give right answers to all questions, pass to the next learning activity.

LEARNING ACTIVITY-2

AIM

If suitable conditions are provided you are going to make reservations through telephone or talk with the walk-in customers and you can also make reservation at a travel agency.

SEARCH

- You can visit accommodation facilities to see how hotel staff communicate while they perform their duties.
- You can also look for special expressions used in hotel business on the internet.

2. BASIC PROCEDURES IN BUSINESS

2.1 Words to learn

View(n/v)	:	Available(adj)	:
Account (v/n)	:	Spell(v)	
Luggage(n)	:	Pay(n)	
Leaflet(n)	:	Signature(n)	
Include(v)	:	Certainly(adv)	
Book(v)	:	Fill(v)	
Pool(n)	:	Reserve(v)	
Soda(n)	:	Cash(n)	
Bring up(v)	:		



picture 2.1

2.2 Giving Information to the Guest about the Facility

A)

Receptionist : May I help you?

Guest : I have a reservation. My name is Lopez.

Receptionist : Yes, a single room for 2 nights, with a mountain view. You'll be in room 605-that's on the sixth floor. How will you be paying your account?

Guest : I'll be paying with credit card.

Receptionist : Fine.

Guest : Can you tell me something about the city?

Receptionist : This leaflet will help you. It has a map of the city and the hotel as well.

Guest : Thank you.

Receptionist : Will you be dining here tonight?

Guest : No, I'll be meeting some friends in the city

Receptionist : Here is your key card. The bellboy will bring up your luggage. Enjoy your stay.

Guest : Thank you.

B)

R : Good evening. How may I help you?

G : Do you have any rooms?

R : Yes. Single, double or twin?

G : Single, please.

R : Would you like a room with a shower or a bath?

G : Just a shower will do.

R : Room 319. That'll be \$12.50 a night, including breakfast. How long will you be staying?

G : Just a couple of nights. What time is breakfast?

R : Breakfast is from 7 to 9.

G : And what time is dinner?

R : Dinner's from 6:30 to 8:30. You'd better hurry, the restaurant closes in 15 minutes.

G : Thanks.



picture 2.2

2.3 Reservation

<u>Expression</u>	<u>Response</u>
Do you have a reservation?	Yes, the name is Harrison, Jamie.
How long will you be staying?	I'll be checking out on Friday.
Do you prefer a smoking or non -smoking room?	Non-smoking if you please.
How many guests are in your party?	Two, my wife and I.
Will you be paying by cash or credit card?	Credit card, if you accept Visa.
Did you have anything from the mini- bar?	Yes, I had one soda and an orange juice.
Fill out this registration form please.	Do you need to see my driver's license or passport?
I would like to leave a wake up call for 7:30.	Certainly sir, what's your name and room number?

2.3.1 Telephone Reservation

Hotel Clerk : Hello. Sunnyside Inn. May I help you?

Man : Yes, I'd like to reserve a room for two on the 21st of March.

Hotel Clerk : Okay. Let me check our computer here for a moment. The 21st of May, right?

Man : No. March, not May.

Hotel Clerk : Oh, sorry. Let me see here. Hmmm.

Man : Are you all booked that night?

Hotel Clerk : Well, we have one suite available, complete with a kitchenette and a sauna bath. And the view of the city is great, too.

Man : How much is that?

Hotel Clerk : It's only \$200 dollars, plus a 10% room tax.

Man : Oh, that's a little too expensive for me. Do you have a cheaper room available either on the 20th or the 22nd?

Hotel Clerk : Well, would you like a smoking or a non-smoking room?

Man : Non-smoking, please.

Hotel Clerk : Okay, we do have a few rooms available on the 20th; we're full on the 22nd, unless you want a smoking room.

Man : Well, how much is the non-smoking room on the 20th?

Hotel Clerk : \$80 dollars, plus the 10% room tax.

Man : Okay, that'll be fine.

Hotel Clerk : All right. Could I have your name, please?

Man : Yes. Bob Maexner.

Hotel Clerk : How do you spell your last name, Mr. Maexner?

Man : M-A-E-X-N-E-R.

Hotel Clerk : Okay, Mr. Maexner, we look forward to seeing you on March 20th.

Man : Okay. Goodbye.

➤ **Self Check**

1. On what date does the guest want to book a room?
2. How much does the guest pay if he prefers the suite?
3. Is a cheaper room available or not?
4. How much does the guest pay for a non-smoking room?



picture 2.3

2.3.2 Walk- in Reservation

- Front Desk** : Welcome to the Wyatt Hotel. How may I help you?
Traveler : I'd like a room please?
Front Desk : Would you like a single or a double?
Traveler : I'd like a double, please.
Front Desk : May I have your name, please?
Traveler : Timothy Findley.
Front Desk : Could you spell that please?
Traveler : F-I-N-D-L-E-Y.
Front Desk : How many are in your party?
Traveler : Just two.
Front Desk : How many nights would you like to stay?
Traveler : Just tonight.
Front Desk : How will you be paying?
Traveler : Is Visa OK?
Front Desk : That'll be fine. Would you like a wake-up call?
Traveler : Yes, I'd like a wake-up call for 6:30. Do you have a pool?
Front desk : Yes, we do. On the 2nd floor. Here's your key. That's room 405 on the fourth floor.

Self Check

1. What kind of a room does the traveller want?
2. How many people are there in the room?
3. How many nights does the guests stay there?
4. How does traveller pay his account?

2.4 Extra Dialogues



picture 2.4

A)

- A** : Good evening. Can I help you?
B : Yes, please. I'd like a room for the night.
A : Would you like a single room, or a double room?
B : A single room, please. How much is the room?
A : It's \$55 per night.
B : Can I pay by credit card?
A : Certainly. We accept all kinds of credit cards. Could you fill in this form, please?
B : Do you need my passport number? No, just an address and your signature.
A : (fills the form) Here you are.
B : Here's your key. Your room number is 212.
A : Thank you.
B : Thank you. If you need anything, dial 0 for the reception area. Have a good stay!

B)



Picture 2.5

- Room Service** : Room service, may I help you?
Guest : Yes, this is Mr. Marlow in room 1109. Could you send up a tuna fish sandwich and a bag of potato chips?
Room Service : Certainly sir, that will be about ten minutes.
Guest : Thank you.

C)

Front desk : Front desk, may I help you?

Guest : This is Mr. Marlow in room 1109. I would like to leave a wake up call for 7:00 a.m.

Front desk : Certainly sir.

Guest : Thanks.

APPLICATION ACTIVITY

Use vocational phrases when necessary.

Steps of Process	Suggestions
➤ Collect all the necessary information and words and expressions used during reservation both at the hotel and a travel agency.	➤ First read the instructions and explanations carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly
➤ Prepare a dialogue on a reservation with your partner.	➤ Arrange the parts of your dialogue following the information given here ; be careful with the words and spelling.
➤ Perform your dialogue in the classroom	➤ Perform your dialogue in the classroom and try to answer the questions asked by your peers.

At the end of this activity you will be able to handle different types of reservations

CHECKLIST

If you have behaviors listed below, put (X) in “Yes” box for earned your the skills within the scope of this activity otherwise put (X) in “No” box.

Evaluation Criteria	Yes	No
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
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4. Can you give information about departments of a hotel?		
5. Can you make reservation at a hotel?		
6. Can you communicate with the guests at the hotel?		
7. Can you make reservations at a travel agent?		
8. Do you know how to communicate with other colleagues?		
9. Do you know meaning of the words that you write about?		
10. Do you pronounce the words correctly?		
11. Do you use the suitable tenses in your sentences?		

EVALUATION

Please further review your "No" answers in the form at the end of evaluation. If you do not feel confident, repeat learning activity. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

MEASURING AND EVALUATION

1) Read this mixed-up hotel dialogue. Then, in the boxes, put the numbers in the correct order.

- () a) Just a single, please.
- () b) Yes, of course. We take Visa and Access. Could you sign the register, please?
- () c) Just this one bag.
- () d) No, just a signature. Do you have any luggage?
- () e) Here's your key. Your room number is 655.
- () f) Good evening. Can I help you?
- () g) It's actually across the street next to the bank. I hope you enjoy your stay.
- () h) A shower. How much is the room?
- () i) Thank you. Goodnight.
- () j) No, thanks. Just breakfast, please. Can I pay by credit card?
- () k) Of course. A single room or a double?
- () l) Yes, sure. Do you need my address, too?
- () m) Oh, one more thing. Where is the hotel car park?
- () n) Now, do you want a room with a bath or a shower?
- () o) \$85 for the room and that includes breakfast. Would you like to have dinner in the hotel?
- () p) Yes, please. Could I have a room for the night?

2) Read the dialogue below and fill in the blanks with the words in the box

Additional	Included	Reserved	shuttle
Help	available	Elevator	spell
Chek-out	reservation		

Hotel : Good afternoon. Welcome to the Grand Woodward Hotel. How may I
(1)you?

Guest : I have a (2) for today. It's under the name of Hannighan.

Hotel : Can you please (3) that for me, sir?

Guest : Sure. H-A-N-N-I-G-H-A-N.

Hotel : Yes, Mr. Hannighan, we've (4)a double room for you with a view
of the ocean for two nights. Is that correct?

Guest : Yes, it is.

Hotel : Excellent. We already have your credit card information on file. If you'll just sign
the receipt along the bottom, please.

Guest : Whoa! Five hundred and ninety dollars a night!

Hotel : Yes, sir. We are a five star hotel after all.

Guest : Well, fine. I'm here on business anyway, so at least I'm staying on the company's
dime. What's (5)in this cost anyway?

Hotel : A full Continental buffet every morning, free airport (6)service, and use of
the hotel's safe are all included.

Guest : So what's not included in the price?

Hotel : Well, you will find a mini-bar in your room. Use of it will be charged to your
account. Also, the hotel provides room service, at an (7)charge of course.

Guest : Hmm. Ok, so what room am I in?

Hotel : Room 487. Here is your key. To get to your room, take the (8) on the

right up to the fourth floor. Turn left once you exit the elevator and your room will be on the left hand side. A bellboy will bring your bags up shortly.

Guest : Great. Thanks.

Hotel : Should you have any questions or requests, please dial 'O' from your room. Also, there is internet ⁽⁹⁾..... in the lobby 24 hours a day.

Guest : Ok, and what time is ⁽¹⁰⁾.....?

Hotel : At midday, sir.

Guest : Ok, thanks.

Hotel : My pleasure, sir. Have a wonderful stay at the Grand Woodward Hotel.

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review Measuring and Evaluation. If you give right answers to all questions, pass to the next learning activity

MODULE EVALUATION

1. Pair work- discussion

When was the last time you stayed at a hotel? Tell your partner about it using some of the ideas for discussion below. Your partner should ask questions to get more information.

- when were you there
- what hotel did you stay at
- where was the hotel
- what kind of hotel was it (economy, 5 star, etc)
- how long did you stay
- did you like the hotel- why or why not

2. Pair work- Role Play

The situation: At a hotel

Working with a partner, role play the situation, using the information below

The roles: guest, hotel employee

<u>A. Making reservation</u>	
The clerk should get the following information:	The guest should ask about the following:
➤ name	➤ price
➤ kind of room	➤ services available
➤ number of beds required	➤ whether shuttle bus is available to/from airport
➤ credit card number	
➤ length of stay	
➤ number of guests	
➤ date of arrival	

B. Room service- ordering meals	
The clerk should:	The guest should:
➤ ask name and room number	➤ place the order
➤ ask what the order is	
➤ ask when to deliver	
➤ say thank you	

C. Wake up call	
The guest should:	The clerk should:
➤ call to leave a wake up call	➤ say hello
➤ give name and room number	➤ ask the time of the wake up call

3) Read the dialogue below and write the missing sentences.

Receptionist : Reception, may I help you?

You : (1)

Receptionist : What's your room number, please?

You : (2)

Receptionist : Okay. I'll send someone up right away, madam.

You : (3)

4) Complete the following dialogue with the words below

- Stepped out of
- Toiletries
- Housekeeping
- How
- Connect
- Vacuumed

"Front desk. ⁽¹⁾may I help you?,"

"Hello. I'm in room 1201 and ⁽²⁾ didn't leave any soap or clean towels. And, the floor still needs to be ⁽³⁾,"

"Oh, I'm so sorry. Let me ⁽⁴⁾ you with housekeeping." I waited on hold.

"Housekeeping.,"

"Yes, this is room 1201. The maid who cleaned my room didn't leave any soap or clean towels, and the floor needs vacuuming.,"

"Okay. I'll get someone up there right away to take care of that."

About 10 minutes later, the maid knocked on the door. I ⁽⁵⁾the room and she left the ⁽⁶⁾ in the bathroom and vacuumed. That was pretty quick service. I'm glad I didn't get the run- around.

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, please contact your teacher and pass to the next module.

ANSWER KEY

SELF CHECK

1.3	<ol style="list-style-type: none">1. Yes, he does2. He prefers a non-smoking room3. a Registration form4. by cash5. Yes, he can
1.5	<ol style="list-style-type: none">1. London2. Round trip3. on the 12th of the month4. name and passport number5. six hours

LEARNING ACTIVITY-1

MEASURING AND EVALUATION

1.	Students' own answers
2.	<ol style="list-style-type: none">1) At a hotel2) Room service3) She wants to have grapefruit juice, marmalade, two scrambled eggs, toast and coffee.4) It will take a few minutes

LEARNING ACTIVITY-2

SELF CHECK

2.3.1 self check	<ol style="list-style-type: none">1. 21st of March2. He pays 200 USD3. It is available4. 80 USD plus 10% tax
2.3.2 self check	<ol style="list-style-type: none">1. a double room2. two3. one night4. By credit card

MEASURING AND EVALUATION

1	<p>1) f) Good evening. Can I help you?</p> <p>2) p) Yes, please. Could I have a room for the night?</p> <p>3) k) Of course. A single room or a double?</p> <p>4) a) Just a single, please.</p> <p>5) n) Now, do you want a room with a bath or a shower?</p> <p>6) h) A shower. How much is the room?</p> <p>7) o) \$85 for the room and that includes breakfast. Would you like to have dinner in the hotel?</p> <p>8) j) No, thanks. Just breakfast, please. Can I pay by credit card?</p> <p>9) b) Yes, of course. We take Visa and Access. Could you sign the register, please?</p> <p>10) l) Yes, sure. Do you need my address, too?</p> <p>11) d) No, just a signature. Do you have any luggage?</p> <p>12) c) Just this one bag.</p> <p>13) e) Here's your key. Your room number is 655.</p> <p>14) m) Oh, one more thing. Where is the hotel car park?</p> <p>15) g) It's actually across the street next to the bank. I hope you enjoy your stay.</p> <p>16) i) Thank you. Goodnight.</p>
2	<p>1) help</p> <p>2) reservation</p> <p>3) spell</p> <p>4) reserved</p> <p>5) included</p> <p>6) shuttle</p> <p>7) additional</p> <p>8) elevator</p> <p>9) available</p> <p>10) check-out</p>

MODULE EVALUATION

1.	Students' own answers
2.	Students' own answers
3.	1. I have reservation for today 2. It's 205 3. Thank you
4.	1) How 2) housekeeping 3) vacuumed 4) connect 5) toiletries 6) stepped out of

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